



PATIENT RIGHTS AND RESPONSIBILITIES

All patients shall have rights, which include, but are not limited to the following:

- To be given a statement of services available and related charges.
- To have access to the services, regardless of race, religion, sex or source of payment.
- To have the right to request and receive an itemized and detailed explanation of the total bill for services rendered and products supplied.
- To have access to the physician directing his/her care and information regarding his/her diagnosis, treatment or prognosis.
- To be communicated to in a way that he/she can reasonable expect to understand.
- To be informed about the nature of any technical procedure that will be performed, as well as who will perform the procedure.
- To have the right to refuse treatment (as permitted by law) and be informed of the medical consequences of such refusal.
- To seek assistance in finding and transferring the provision of services to another agency.
- To receive care in a timely manner, appropriate to his/her needs.
- To be treated with consideration, respect and full recognition of his/her dignity, individuality, and privacy. To be assured of confidentiality in treatment and records of such and be allowed to approve or refuse their release to any outside agencies.
- To have competent and qualified personnel carry out the services for which they are responsible.
- To be provided access to the State Health Department for problems about services.
- To voice grievances and recommend changes in policies and services. The patient will be informed of USA Sleeps' mechanism of receiving and resolving patient complaints.
- To be allowed to have patients' family or guardian exercise the patients' rights when the patient has been judged incompetent.

All patients shall have responsibilities, which include, but are not limited to the following:

- To provide, to the best of his/her knowledge accurate and complete information about present medications and/or other matters relating to his/her healthcare.
- To report unexpected changes in his/her condition to those clinicians responsible for the management of his/her care.
- To make it known whether he/she clearly understands a contemplated course of action and what is expected of him/her.
- To follow the treatment plan recommended for his/her care by the primary care physician and other allied health professionals, including nurses, pharmacists, and dieticians.
- To keep appointments and, when unable to so for any reason, to notify USA Sleep **NO LATER THAN 48 HOURS** prior to the scheduled appointment; **otherwise there will be \$50 Cancellation fee for missed consultation appointments and \$100 Cancellation fee for missed sleep study appointments.**
- To assume responsibility for his/her actions if he/she refuses treatment or does not follow the instructions as set forth by his/her primary care physician and the professional staff of USA Sleep.
- To assure that the financial obligations of his/her health care are fulfilled as promptly as possible.
- To be considerate of the rights of USA Sleep personnel and representatives.
- To be respectful of the property of USA Sleep and its personnel.